

ABSTRACT OF THE DISCLOSURE

A computer system landscape has a main system to execute an application and a remote service system to evaluate problems in the main system. The main system has database, application server and a front-end server. The service system has a service module to collect problem related data from the main system, an acquisition module to acquire knowledge representations, a knowledge module to store the knowledge representations, an inference module for processing problem related data with the knowledge representations to identify solutions, the inference module forwards the solutions through the service module to the main system. Main system and service system communicate through a network. Main and service systems have client/server configuration.

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